

# City of Eureka, California

## Class Specification

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not

<b>Class Title</b>	<b>Support Services Manager</b>
<b>Class Code Number</b>	<b>6140</b>

### General Statement of Duties

Manages, supervises, and participates in the ongoing operations and functions of the Communications Center, Police Records Division, Parking Administration and other Police support services and related communications systems; performs directly related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to manage, supervise, and participate in the ongoing operations and functions of the Communications Center, Police Records Division, Parking Administration and other Police support services and related communications systems. The work is performed under the supervision and direction of higher level staff as assigned, but extensive leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over all Communications Center and Police Records personnel. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- Manages, supervises, and participates in the ongoing operations and functions of the Communications Center, Police Records Division, Parking Administration and other Police support services and related communications systems;

- Manages and supervises assigned personnel, including assisting in the selection of staff; scheduling to arrange for adequate staffing for every shift; training, overseeing training, and coordinating required, mandated or innovative training of staff; establishing goals; evaluating staff; and implementing and/or recommending disciplinary action as necessary;
- Manages, supervises, and participates in the processing of emergency service calls from the public, including determining nature and location of emergency, prioritizing calls for service prior to dispatching emergency units, and providing medical instructions to callers reporting medical problems;
- Manages the Emergency Medical Dispatch program, including training, certifications, equipment upgrades, record keeping, and quality assurance;
- Maintains 9-1-1 equipment and database, including reporting incorrect addresses, telephone, and routing problems, implementing required training, preparing reports, and programming computer as needed;
- Serves as agency 9-1-1 Public Safety Answering Point (PSAP) Manager;
- Serves as system administrator for the Police and Fire AS400 computer system, including upgrading computer software, purchasing new equipment, coordinating computer downtime with each department, performing scheduled back-up procedures, troubleshooting equipment, training users, and implementing policy, procedure, protocol, and training; and coordinates with outside software and hardware vendors as necessary;
- Serves as the Emergency Operations Center Communications Chief, including ensuring all communications links are established and accounted for, determining specific computer requirements for all positions, and developing and distributing a plan which identifies all systems in use;
- Manages support services for the Police Department and provides clerical support to other divisions as needed;
- Manages and administers records management policies, procedures, and systems to ensure accurate maintenance, security, and retrieval readiness of police records and information;
- Manages divisional budgets, making recommendations as necessary;
- Identifies and resolves issues, and implements changes to provide improved services;
- Updates department maps and related materials and manuals as necessary;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas;

- Responds to questions and comments from the public in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other directly related duties consistent with the role and function of the classification.

<b>Required Knowledge, Skills, and Abilities</b>
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- Comprehensive knowledge of applicable Federal, State, and local laws, codes, and regulations, including but not limited to Penal, Vehicle, and Health and Safety Codes and regulations, and standard EMD protocols;
- Comprehensive knowledge of applicable City and Departmental policies and procedures;
- Comprehensive knowledge of computers and equipment utilized in computer-aided dispatch systems;
- Comprehensive knowledge of communication system rules and regulations governing the operations for radio transmitting and receiving;
- Comprehensive knowledge of the Public Information Act, law enforcement information security, and government record-keeping requirements;
- Comprehensive knowledge of the principles and techniques of contemporary records information and document management;
- Thorough knowledge of the functions and relationships of the criminal justice system, courts, and a variety of state and federal law enforcement agencies;
- Thorough knowledge of manual and automated records management systems, criminal justice information systems, and system networks and services;
- Thorough knowledge of the principles of supervision, training, and performance evaluations;
- Thorough knowledge of modern office functions and non-dispatch equipment operations;
- Thorough knowledge of the geography of the City of Eureka;
- Ability to manage time, prioritize, and demonstrate multi-task orientation;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to operate computers and related equipment using standard or customized software applications appropriate to assigned tasks;
- Ability to maintain utmost levels of confidentiality in all aspects of record-keeping and related functions;
- Ability to effectively supervise, train, and evaluate the work of others;
- Ability to prepare and administer a divisional budget;
- Ability to exercise sound, independent judgment;
- Ability to recognize and appropriately react to potentially serious situations;

- Ability to develop, understand and follow oral and/or written policies, procedures, and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

Any combination of training and/or experience which is equivalent to:

- Bachelor's Degree in Public Administration, Criminal Justice, or a closely related field and/or related training;
- Four to six years of experience in law enforcement records management and as a public safety dispatcher, with at least two years of supervisory experience.

#### **Required Special Qualifications**

- May require a valid Class C California State Driver's license;
- Emergency Medical Dispatcher Certification;
- POST Public Safety Dispatch Certificate;
- Completion of System Operator Course for AS400;
- DOJ Training for CLETS Trainers;
- Completion of POST Records Management Course;
- Completion of Public Information Act Course.
- CPR Certification.
- Other certification(s) specific to functional areas of assignment may be required.

**Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.